



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts May 1, 2014

Happy 5th Birthday Round House Café! Thanks for putting on a great party and thanks for the delicious ice cream! Thank you for the kind words. Sub Zero ice cream has periodically served their nitrogen-frozen fresh treats in the Café on some very special occasions. And Bob Villa showed up to perform music. And we gave away 50 great prizes. Congratulations to Jennifer Curtis who won the 60" flat screen TV! And like most five-year-olds will tell you, "We're almost SIX!" and certainly looking forward to it. ☺

We really need an ice cream or frozen yogurt machine in the Café. It is getting to be the time of year when the temperature goes up – and the ice cream shows up in the Café. Watch for Ice Cream Novelties soon. We had a soft-serve yogurt machine when the Café opened in 2009 – but we threw out more than we sold. It "sounds" good – but customers just weren't buying it. We switched over to the Ice Cream Novelties, which we usually offer from about May 1 through Halloween. Watch for them soon.

I bought a chorizo and egg burro on Monday. The chorizo was so greasy I couldn't eat it. They made me another one with different stuff no charge. Thanks. BUT, can't you buy us a better brand of chorizo sausage that's less greasy, or at least suck off some of the grease it sits in? Thanks. Standard Operating Procedure is that the chorizo is supposed to be drained of excess grease. Monday's chorizo batch seemed excessively greasy. It should be drained but not completely dry, and we will communicate this to our staff. The handmade chorizo purchased by many Community Members at a Mesa market is, unfortunately, out of the Café price range. But we'll keep on the lookout for something better. Thanks again for the comments.

Could we have fruity candies available (Starburst, Skittles, Sweet Tarts, etc.) besides the chocolate ones? Thanks for asking and we are happy to report they are now for sale in the Café. Your request is just another example of how the feedback we receive determines what we do in the Café. So keep the ideas and suggestions coming! We can't possibly think of them all ourselves. ☺

Can you clarify what a side of fruit is? When added to oatmeal it's 79 cents. Is it only 79 cents when added to oatmeal? For example if I get French toast and add a spoon of fruit, which is less than a small cup they try to charge me for a full small cup (around \$2.59). Thanks for asking. [All current café prices are listed at this link](#). In this case, it depends on what a "spoon of fruit is," and perhaps more particularly, what kind of fruit. For instance, we charge \$.79 for a "piece" of whole fruit (banana, apple, etc.) or Oatmeal fruit add-ins (a spoon or two of cranberries, raisins, granola, strawberries, a banana, etc.). If you fill a clear plastic cup with fruit and make a fruit salad, it is \$2.59 for a small and \$3.79 for a large. If they only charge you \$.79 for either of the plastic cups, then it was a mistake. Likewise, if you are only adding one spoon of cut fruit, then you were overcharged. Thanks again for letting us know and we'll communicate your feedback to the staff for clarification.

You really need more staff to help during the morning rush at all stations, especially the burrito station and when paying (cashier area). Thanks for the comment. Accurately measuring time is different for everybody. We have noticed that five minutes waiting in any line can seem like an eternity. We have done sample tests with customers, starting the timer from when they "get in line" until they "pay at the register" and when we ask them "How long do you think you were in line?", without exception, their guesses are usually about twice as long as their actual wait time. We find that the actual average wait, even during peak times, is less than 5 minutes – which isn't too shabby considering how personalized each order is. We actually do send extra help during the rush times because, the bad thing about having your time wasted is – you can never get it back. Hope this information helps – and, as always, we'll try to do better.

The Café Sun Room could be brightened up with artwork, light colored tablecloths, metal silverware and real glasses and plates (not plastic). I think more people would be willing to use it more often for private lunch meetings if it were touched up. Thank you for this absolutely outstanding suggestion. We have met with the excellent team in Community Relations and are working towards enacting all of these ideas. Stay tuned – but we'll probably be able to accomplish all of this by the end of this year. Thanks again!

I never had Chicken Parmesan until I tried it recently at the Round House. My mom never made that. I must say it is one of the meals that I will make time to come and buy in the future and to order for our group's next catering. I am never disappointed in the Café. The chicken was crispy, seasoned just right and being able to get double veggies as the side was a plus. Besides all of that, the icing on the cake was the price \$5. Thanks for the kind words. The \$5 combo special was in celebration of our five year anniversary. The Café has now served more than 600,000 meals since opening April 13, 2009. Thank you for your continued support.

I saw one of your staff taking customers' orders by the fruit/oat meal area. They then went to the grill and made the two orders. When they were done with the orders, they returned to what they were initially doing. Meanwhile, I was standing in line with the other "regular" customers. I don't think this was right. All customers should be treated the same. Thanks for bringing this to our attention. We apologize for the judgment error and had a refresher course with the staff during our daily meeting – i.e., no preferential treatment. Thanks again for letting us know.

Kudos & Klouts (Customer Comments and/or Suggestions)

- Balsamic Vinegar has gone MIA (missing in action) from the salad bar again (Thanks – we found it and put it back!) ☺
- Need artichoke hearts and feta cheese on salad bar. Bleu cheese is GACK!
- Too many kidney beans in the chili beans!! Yuk! Can they chill out and save a little \$\$ on the kidney beans?
- Prices for oatmeal not always the same, it ranges from \$2.00+ to \$3.50+ for the same cup without add-ins. Be consistent!
- Giving vouchers for NEO to new hires gives the new employee a good feeling about the organization
- Sometimes the Café staff can be very rude. I feel like I'm an annoyance rather than a customer
- I like the fact that the Café menu has lots of choices, especially the vegetables and salads, and they look good.
- (Several folks) wore teal for the discount (Domestic Violence Awareness) but didn't get the 10% off (Training error corrected)
- Pitted Beef is always delicious. Always. Please have as often as you can. (Thanks! We don't want anyone getting tired of it!)
- Can you sell me some of the spinach (green) tortillas at the deli? (Yes we can – and we did. Glad you like them)
- (Several comments...) The (breakfast special) asparagus omelet was delicious! Hope you have it again!

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

© THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 5.12; May 1, 2014)

